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### Amendments to the Specification

Please replace the paragraph beginning at page 8, line 6, with the following rewritten paragraph:

FIGURE 7 illustrates the method for finding solutions to unknown bugs. As described in conjunction with FIGURE 6, data from a hung program is captured and reported to a software provider. When the software provider determines the reported bug is an unknown bug it must be properly diagnosed 705. To diagnose the bug, the captured hang data is sent to software engineering 710. After, software engineering diagnoses the bug, several steps may occur in any order. A database of known issues is updated to indicate that the bug is known, so subsequent files reporting the same bug will be classified appropriately 720. The mechanism for extracting attributes from the bug report may be updated to look for new attributes or to include more data about a particular attribute 715. Finally, the bug may be prioritized as to when it should be fixed 725. Priority may be determined by a variety of factors such as FIFO (first-in, first-out), LIFO (last-in, last-out~~first-out~~), security concerns, convenience concerns, time concerns, and other similar factors. Once the bug has been identified, software engineering may fix the bug 730, at which point the computing device where the bug originated is notified of the available fix 735. Alternatively, fix is sent to the user.